**Job Title:** Administrator

**Responsible to:** Operations Manager

# About the role

The Administrative Assistant will be responsible for carrying out administrative tasks that support the effective operation of our busy advice service.

# Job description

**Key responsibilities**

* Provide administrative support to the Chief Officer and Operations Manager as required, including but not limited to minute-taking at staff team meetings
* Record petty cash and volunteer expenses in conjunction with the Session Supervisors and Operations Manager
* Support Board activity by attending to take minutes of Board meetings (both full board and sub-committee) and supporting in the organising of the AGM and other relevant meetings throughout the year
* Oversee the duties of any Admin Volunteers or people completing admin tasks as part of a work placement, ensuring appropriate duties are delegated to them and they are supported to complete them
* Support with our overall health and safety by co-ordinating and liaising with contractors to carry out building repairs and maintenance, keeping a record of dates when checks are due and carrying out basic health & safety checks/ensuring these are carried out
* Liaise with Operations Manager and Session Supervisors to organise purchase of stock and supplies for the office (e.g. stationery)
* Be involved in the completion of client satisfaction questionnaires
* Carry out tasks as and when required using internal Bureau systems and Microsoft Office packages
* Maintain the Bureau admin e-mail account

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonably requested by the Operations Manager.

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# Person specification

**Knowledge, skills and experience**

**Essential**

* Excellent organisational skills
* Excellent oral and written communication skills
* Experience of using a range of IT tools to carry out your work, including Microsoft Office applications, online applications, internet and email etc.
* A commitment to the aims, principles and policies of Citizens Advice Bureaux
* Ability to operate as a team player and communicate effectively with colleagues and managers

**Desirable**

* Administrative experience in the Third Sector
* Experience of recording and managing basic financial information (e.g. petty cash, expenses etc.)
* Ability to be flexible in regards to working hours in order to attend Board meetings

**Additional requirements**

* The post is subject to the disclosure of criminal history information

**The Angus** **Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

**Charity number: SC010051**

**Charity name: Angus Citizens Advice Bureau (SCIO)**